

SERVICE & WARRANTY



WE'RE HERE TO HELP YOU SETTLE
INTO YOUR NEW HOME.

MOJO
homes



SERVICE & WARRANTY

CONGRATULATIONS ON YOUR NEW HOME. NOW THE FUN PART, TIME TO START LIVING PASSIONATELY!

1 Document supply and recording of information:

Our team will supply information and paperwork, this will allow you to identify items you wish our team to inspect.

2 Confirmation of documents received:

Our team will touch base with you when we receive your completed documentation.

3 Inspections:

If you have listed items to investigate we will contact you to book a suitable time for our assessor to attend and carry out an inspection of your listed items. Depending on the type of rectification work required, works may be carried out on the same day.

4 Rectification work required:

If required, we will contact you to discuss a suitable time for our team to attend and carry out rectification work. We usually conduct any work as required between 8:00am to 4:00pm Monday to Friday.

Our highly experienced Service and Warranty team will carry out any rectification work and will work safely and professionally in your home.

To assist you further, we have also provided contact details for specific Manufacturer's that hold the Warranties for some of the items in your home, as once you move into your new home, numerous warranties will be transferred directly to the manufacturer. We have also included information on workplace health and safety requirements in new homes to assist you if onsite inspections or work needs to be undertaken.

If you have any questions about this process or any other elements of concern about your new home, you can also contact the team on **1300 552 846**. Our team is here to help you settle into your new home!

We'd love to hear about your building journey, please feel free to tell us at customerfeedback@mojohomes.com.au

Thank you for choosing MOJO Homes and allowing us to partner with you, so you can *Live Passionately!*

Kind regards,

The Service & Warranty Team

OUR SERVICE & WARRANTY TEAM

OUR TEAM ARE HERE TO ASSIST YOU.

The first few weeks of moving into a new home are always full of excitement as you are settling in and appreciating a better way to live. As the proud builder of your new home, McDonald Jones is your first point of contact in regards to any defects that you would like to report, any rectification work that is required or any urgent matters that need attention. It is important to flag, that should you engage another trade to repair a defect without first contacting us, it means you will be in breach of your contract and you will be responsible for paying that contractor. So please contact us first to clarify any concerns that you may have.

PLEASE FIND BELOW THE DETAILS OF YOUR LOCAL SERVICE & WARRANTY TEAM:

Hunter

Level 5, Honeysuckle Dr, Newcastle NSW 2300
PO Box 2092, Dangar NSW 2309
serviceandwarrantyhunter@mojohomes.com.au

Sydney

Level 4, 62 Norwest Boulevard, Norwest, NSW 2153
PO Box 7994, Norwest, NSW 2153
serviceandwarranty@mojohomes.com.au

SERVICE ENQUIRIES

1300 552 846

EMERGENCY ENQUIRIES

1300 309 521



OUR MAINTENANCE & SERVICE VAN

WORKPLACE HEALTH & SAFETY IN NEW HOMES

WHS INFORMATION.



1 Our Scope:

We are here to make sure any rectification work on your home is completed safely, so there may be specific safety instructions that we both need to follow.

Our team will speak with you in relation to additional safety instructions.

2 Our Purpose:

To provide “Service & Warranty” WHS Information for domestic residential buildings whilst the building is occupied as per contractual requirements.

3 Our Legal Drivers:

We will complete any work with workplace health and safety at the forefront. Below is a list of relevant NSW Legislation that we abide to:

- WHS Act 2011
- WHS Regulation 2011
- Codes of Practice and Australian Standards.

4 Key Responsibilities:

The legislation sets out who is responsible for the WHS obligations.

They include:

- Client – Owner / Controller of the premises i.e. (Public Liability) Obligations & Duty of Care.
- McDonald Jones – Builder / “Service & Warranty” – Employer Obligations & Duty of Care.

5 Procedure:

Before we get started, it is important that we make sure the work area is safe. Our team will complete a Site Specific Risk Assessment prior to work commencing to ensure safety.

Here is a quick guide on how to get your home ready before our team arrive to complete any rectification work:

- To assist our team and the general public, please consider the availability for us to safely park close to the entrance point (Traffic Management).

- Consider the area of the home we will be conducting rectification work in and the parts of your home we will use to gain access to this area for instance, the garage, patio or alfresco, and ensure they are easily accessible. You may need to:

- Clear work and access areas
- Move or relocate furniture
- Pack away children’s toys
- Remove any mats or items that may cause slips, trips or falls

To ensure the safety of your family and family pets, consider making the area a ‘No Access Zone’, to prevent them gaining access to work tools and building materials that our team may need to use to complete rectification work.

PLEASE NOTE:

All measures available to minimise any disruption to the occupants will be utilised.

Unfortunately, failure to provide the above safety requirements may delay work commencing in a timely manner.

OUR EMERGENCY ASSISTANCE PROGRAM

As part of our commitment to our valued customers, our Emergency Assistance Program has been specifically designed to give you peace of mind that if anything happens in your new home, our team can be contacted and will be available to help.

TO HELP YOU FURTHER, HERE ARE SOME FREQUENTLY ASKED QUESTIONS AND ANSWERS:

What is your Emergency number?

Our emergency number for urgent matters is 1300 309 521.

My situation is life threatening, what should I do?

If there is a life threatening or emergency situation, the Police, Ambulance or Fire Brigade service should be called. **Dial 000.**

When should I call for Emergency assistance?

To help you, here are some examples of emergency situations where you should call us;

- Burst water service or a serious water service leak
- Fully blocked toilet where all toilets are affected
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Serious internal water leak causing damage
- Fault or damage which makes the premises unsafe or insecure
- Failure or breakdown of electricity or water supply to the premises.

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EMERGENCY ENQUIRIES

1300 309 521

My gas, water, power or another supply service is out, what should I do?

If you are experiencing a power, water or gas outage, contact your service provider first to determine the issue. If the problem relates to any works carried out by our team, please contact us. Any costs associated with rectification will be covered as part of our ongoing commitment to you as a valued customer.

The situation I have was caused by work carried out by MOJO Homes. What should I do?

As the proud builder of your new home, MOJO Homes is your first point of contact in regards to any defects that you would like to report and any rectification work that is required or any urgent matters that need attention. To report the situation, please contact our team on **1300 552 846**. Alternatively, if your matter is urgent and after hours, please contact us on **1300 309 521**.

The situation I have was caused by work that has NOT been carried out by MOJO Homes. What should I do?

It is important to flag that should you engage another trade to repair a defect without first contacting us, it means you will be in breach your contract and you will be responsible for paying that contractor, so call us first to clarify any concerns that you may have. You can contact our team on **4918 2643**. Alternatively, if your matter is urgent and after hours, please contact us on **02 8001 6548**.

I'm having issues with a product in my home. Who do I call?

There are numerous items in your home where the warranty lies with the manufacturer. Please refer to page 7 for a list of items along with contact details for the manufacturers.

When calling for Emergency assistance please provide the following information:

1. Job Number
2. Name
3. Region (Sydney/Hunter/South Coast)
4. Address
5. Contact phone number
6. Nature of emergency

DEFECT LIABILITY PERIOD

The defect liability period is a period of 13 weeks commencing on and including the date of Practical Completion. The builder must rectify defects that are the builder's responsibility and which are notified to the builder at the end of the defects liability period.

MOJO Homes will send out a form within 6 weeks of your practical completion, you will then have a period of 6 weeks to return the list.

Upon return of your list:

- MOJO Homes will acknowledge this by return letter and indicate any external suppliers/trades who have been contacted to carry out rectification work.
- MOJO Homes to arrange with you a time for Service & Warranty Department to inspect items on your list.
- Defect rectification work will be carried out by After Sales Service Maintenance Offices, suppliers or sub-contracting trades.
- For all matters arising within 1 month of Practical Completion, contact your Site Supervisor.

Warranty claims (post defect liability period)

- Inspection and determination carried out by Handover Supervisor
- Defect rectification work carried out by Handover Supervisor or appropriate supplier/manufacturer.

All defect liability and warranty determination is made using the Office of Fair Trading Guide to Standards & Tolerances 2017.

MOJO Homes maintenance officers work solely on after sales service work. They are experienced in dealing with clients, keeping the area safe whilst working and cleaning up after completion.

MANUFACTURER'S WARRANTY CONTACT DETAILS

Your new home has numerous items where the manufacturer will be responsible for the warranty once you have moved in. If there is a warranty problem, please contact the appropriate company for any warranty enquiries or concerns.

Winning Appliances

(for all your home appliances: eg; oven, cooktop, rangehood, microwave, dishwasher, fridges, washing machines, dryers)

P 02 9694 0210 **E** service@winning.com.au

Miele

Book online at servicebooking.miele.com.au or

P 1300464353

Dynamic Garage Doors

P 1300 645 056

Rheem Hot Water Systems

P 131 031

Fernair Air Conditioning (Hunter & Mid North Coast region)

P 02 4962 3600

UltraAir (Sydney & South Coast region)

P 02 9831 4444

Kingspan

P 1300 736 562 **E** service.au@kingspan.com

Everpure Water Filters

P 1300 785 355

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